

## Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

### Program: PSA 5 - Senior Advocacy Services - HICAP

From: 07/01/2011 To: 06/30/2012

Performance Measures (PM) and Benchmarks									
	PM 1.1	PM 1.2	PM 2.1	PM 2.2	PM 2.3	PM 2.4	PM 2.5	PM 2.6	PM 2.7
	Clients Counseled	Public and Media Events	All Contacts	Persons Reached at PAM Events	Contacts w/ Medicare Beneficiaries Due to Disability	Contacts w/ Low Income Beneficiaries	Enrollment/ Assistance Contacts	Part D Enrollment/ Assistance Contacts	FTE
Current Results	210	27	1,074	1,483	92	112	231	146	0.91
CDA Established Benchmark	257	23	1,183	1,350	43	92	419	45	0.18
Needed to Reach Benchmark	47	-4	109	-133	-49	-20	188	-101	-0.73
% Above or Below Benchmark	18.29	-17.39	9.21	-9.85	-113.95	-21.74	44.87	-224.44	-403.04
Results for Same Time Last Year	226	21	1,150	1,106	67	76	283	222	0.63
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			23.6	32.6	25.0	17.1	5.1	3.2	
CMS Mimimum Attainment			25.2	33.7	33.8	37.8	18.0	8.9	
CMS Exemplary Attainment			62.8	276.4	75.5	117.1	40.1	27.7	